ETS Users Group San Diego State University

Enterprise Technology Services

December 9, 2015
US Bank
Agenda

• US Bank (Brad Barnes)
• Meet ETS
• Meet Our Focus Group
• 2015/2016 Goals, Pinnacle Update (Chris Clements)
• Voice Mail (Kathleen Sullivan)
• Website Walk Through (Helen Craig)
• User Corner “Review and Reduce Your TNS Phone Bill” (Karen Keene)
• Questions
• Opportunity Drawing
Meet ETS

• Data Techs
• Billing
• Management
• Switch Techs, Voice Mail and Systems Administrators
• Voice Techs
• Work Order Writers/Support
Focus Group Members

- Beth Dombrose (Enrollment Services)
- Carole Phillips (Library and Information Access)
- Chris Clements (ETS Work Orders)
- Helen Craig (Telecommunications & Network Services)
- Karen Keene (Rhetoric and Writing Studies)
- Mike Long (ETS Work Orders)
- Rofiee Harun (College of Health and Human Services)
- Scott Horvath (Athletics)
- Sheryl Necochea (ETS/TNS Billing)
- Yvonne Hunt (ETS Work Orders)
2015 Goals Reviewed

• Improve ETS Processes
• Establish Focus Group
• Implement TC/DC/AM Monthly Training Sessions
• Client Access To Pinnacle Portal
  – Transition To Hosted Environment
  – Apply SDSU Branding To The Portal
  – Streamline Authentication
  – Upgrade Pinnacle Software To 6.5.1
2016 Goals

• Continue To Improve ETS Processes
• Enable Email Integration
• Automated Customer Surveys
• Client Access To View Your Bill Online
  - Pinnacle Sneak Peak Demo
Voice Mail

• Web PhoneManager:
  – https://voicemail.sdsu.edu
  – Allows Users To Customize Voice Mail
  – Allows Users To Reset Their Own Password
  – Must Have User’s Name and Email
Web PhoneManager

Quick Reference Guide
http://tns.sdsu.edu/vmailref.htm
or tns.sdsu.edu
click Voicemail under Areas of Service
click Voicemail Quick Reference Guide
Website Walk Through

Overview
ETS Web Review Committee spent a year working on content changes to TNS website for future BFA redesign. We vetted changes through Voice/Data Focus Group and implemented their suggestions.

- Cleaned Up Outdated Website Information
- Moved All TNS Forms Over to ETS Help Desk; Some Into A Password Protected Area
- Moving From Department-Based Layout To Service-Based Model For Future Design
- Moving Towards A Logical Sequence Layout
- We’ve Captured Google Analytics On Websites to Rework and/or Remove Information Based On Data Usage.
Website Walk Through (Continued)

Content Management System (CMS)

- We Are Actively Gathering Our Website Information To Move To OU Campus CMS
- Responsive Design Across Multiple Platforms (Mobile, iPad, Desktop)
- Multiple Levels of Authorization (Content Input, Editing, Publishing)
- Enterprise Level CMS: OmniUpdate Company
- Initial Phase Includes: HR, ETS and Financial Services Websites
  - Tentative Goal October 2016
- Eventually Build An Intranet
- Provide Standards For Cohesive Web Appearance
**Enterprise Technology Services User Group**

**USER CORNER**

**Review and Reduce Your TNS Phone Bill**

Presented by Karen Keene  
December 9, 2015
I reviewed in great detail my first TNS billing - every number, every charge, every line. I called every phone number, chose every option (“for Joe, press 1”) and made notes. Afterward, I submitted billing changes and corrections of nearly every type:

- Voicemail billed, not on the extension
- Multiple mailboxes billed where there was only one
- Phone number billed in error (wrong department)
- Long Distance Authorization charges billed in error (wrong department)
- Invalid phone number billed (no longer active)
- Phone in use that was not being billed! (Yes, you should report this, too.)
In addition to the billing errors, I requested cancellation of unused voicemail boxes. Some of the issues dated back to a move made more than a year before!

<table>
<thead>
<tr>
<th>MONTHLY/YTD TELEPHONE CHARGES SUMMARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>$ 500 No Charge Back ← This amount is not charged to the department.</td>
</tr>
<tr>
<td>1100 Charge Back ← We were able to reduce this charge back amount by $300!</td>
</tr>
<tr>
<td>$1600 Monthly Billing (23 pages of detail/support)</td>
</tr>
</tbody>
</table>

After updates, monthly charges were **reduced by over $300 – more than 25%!**

That being said, our intent today is to provide you with some direction and tools to easily reconcile your monthly billing and know what you are paying for each month.
General Billing Background

• A lot of people and processes are involved in updating and billing for telephone and network services. For example, a voicemail account may be canceled in a few minutes and you can call the extension to confirm. However, the request will still need to be closed and processed by TNS before billing is updated.

• Your bill may show CB (Charge Back) and NO CB (No Charge Back). Only a few services remain NO CB. Your budget is charged only the CB total.

• Your bill is in sections, by account number charged. There are different accounts for usage, recurring charges, and one-time/installation charges.

• It is important to follow up! Confirm that your requests are handled promptly and billed accurately. By reviewing your billing monthly, you will identify errors and correct them before the next cycle.

Please note: Adjustments will be made going back no more than 90 days.
Initial Reconciliation

Print the current billing in full, to use as a worksheet and for notes. You will see that the first page of each section is a summary, followed by supporting detail and a recap.

Review the USAGE section of the billing.

Do the SUBSCRIBERS listed belong to your department? Are charges reasonable?
• If yes, check them off.
• If no, mark them for research. Plan to ask your Chair, verify the extension making the calls, etc.
Review the RECURRING section of the billing.

The billing is in extension order. Divide the section into two parts if extensions repeat – there may be Charge Back (CB) and No Charge Back (NO CB) sections. *Make a copy of a list of all department phone numbers, if available.*

- Call every extension billed, choosing each option to confirm use of voicemail, etc.
- Note directly on the billing user names and extensions, incorrect names, mailboxes not activated, anything different from what is billed.
- Check off the extensions called on the CB section, NO CB section, and phone list.

Review the INSTALL section of the billing (if there is one) and make notes, if needed.
Initial Reconciliation - ACTION

You now have notes indicating any questions or problems identified during review. Make corrections using the appropriate TNS forms.

**Voicemail Service Request**

- For any voice mailbox not activated or any set up for someone no longer at the extension, determine whether to cancel or reset/change user.

**Telephone Long Distance Authorization Card Request**

- For unrecognized LDA charges check with Chair, person whose extension was used, and/or check SDSU directory to locate user. If located, arrange to have charges transferred to the appropriate department. If not, cancel LDA – that will either get a rise out of someone or eliminate future charges!

**Telephone Billing Inquiry Request**

- Report any service you found when calling that does not match the billing. This includes any active extensions from your phone list not found on the billing!
- Report any incorrect location – building, office, jack – and include the details.
Ongoing Preparation

• Keep a list or file of all telephone and data requests made. A request should be considered pending or open until you have confirmed it has been physically handled and seen the billing updated as applicable, including any charges or credits due. This may take more than one billing cycle.

• Maintain a list or file of any notes from prior reconciliations.

• Gather your current billing, previous billing, notes, and any recent and/or open requests you have made. (Billings can be paper or electronic for comparison.)

• Be ready to compare new billing to previous billing, line by line, referring to notes and requests as necessary.
Monthly Reconciliation of Billing

DEPARTMENT USAGE

✓ Review all Usage and long distance charges in the first section of the current billing for anything out of the ordinary.

✓ Check for any requests made previously to Usage section, such as moving a person’s Long Distance Authorization charges to a different department.

  Note: If the billing has been updated, note that on your request and file it as completed.

  If not updated, add the date to your notes on the request; trace to check again next month or submit a Telephone Billing Inquiry Request.

✓ As you compare the two billings, watch for any changes you did not request and confirm whether they are legitimate.
Monthly Reconciliation of Billing (continued)

DEPARTMENT RECURRING CHARGES

✓ Review the Recurring Charges section of the current billing, using the same process of checking to see whether requests have been updated and for any unexpected changes.

✓ Again, as you compare the two billings, watch for any changes you did not request and confirm whether they are legitimate.

DEPARTMENT INSTALL CHARGES

✓ Review the Installation Charges portion of the current billing, using the same process as in previous sections.

If you are not making requests on a regular basis, your recurring charges may be exactly the same from one month to the next - that is an easy check!
Important Items to Consider

• All changes should be requested through forms available on the TNS home page. Sooner is better, because bills are cut off and prepared before month end.

• Consider a phone and its options/services as one entity when making a request. For example, moving a phone line with a person may require changes to voicemail if the line is currently being shared. Will a computer be moving with the person? Will the person remain part of your department?

• TNS is quick to make adjustments and update any data errors reported – you may see the changes and adjustments as soon as your next billing! If not, trace them for another cycle before being concerned.

• There is a no charge to remove a feature or disconnect a service.

TNS is here to help! Please email tnsbilling@mail.sdsu.edu or call 43500 with questions.

Reminder – adjustments for errors will be credited back a maximum of ninety days.
Questions?
Thank You